

Compliance, Noncompliance & Correction Plan Training

Bureau of Early Care Regulation
July 2011

Introduction

- **Jill Chase, Bureau of Early Care Regulation Director**
- **Cindy Duran, Licensing Specialist Southern Regional Office**
- **Traci Nord, Office Manager Western Regional Office**

Hello, I would like to welcome you to the Compliance, Noncompliance and Correction Plan training. My name is Jill Chase and I am the Director of the Bureau of Early Care Regulation in the Department of Children and Families.

This training was designed specifically for licensing and certification staff as the primary audience. WISCCRS is the new child care regulation data system. WISCCRS stands for WISconsin Child Care Regulatory System.

As you may know, before WISCCRS only licensed child care programs had compliance information available on the Department's website. Now with WISCCRS, certified child care programs are also included on the Department's Child Care Search website.

We want to provide compliance information on the website to better inform parents and the public about a child care program's compliance history including violations that have been issued. We also want to provide a child care program's plan of correction to parents and the public.

It is very important that the information we provide to the public is complete, accurate and consistently displayed. This training presentation will focus on writing a compliance statement and citing violations on a statement of noncompliance. The training presentation will also give direction on posting the providers plans of correction to the website.

Today's training presenters are Cindy Duran, a licensing specialist in the Bureau's Southern Regional Office and Traci Nord, the office manager in the Bureau's Western Regional Office.

And now, Cindy will present information on the noncompliance statement and correction plan.

Noncompliance Statement and Correction Plan (CFS-294)

- Licensing and certification will use this form to document violations of administrative rules
- Providers use this form to describe their plan of correction
- Licensing: DCF-F-CFS-294
Certification: DCF-F-CFS-294

The section of slides I'm going to cover:

Will provide a brief review of our current procedures for issuing a non-compliance for violations.

Also demonstrate, step by step, how a non-compliance is entered into WISCCRS.

When regulator are out visiting programs and a violation is observed either through a

- Monitoring visit
- Complaint investigation
- By self-report from a provider
- Through a file review

The Department's form Noncompliance Statement and Correction Plan is used to document the violation.

Providers are required to develop a plan of correction for each violation and return the completed noncompliance statement to the appropriate regulating agency. The plans of correction are then scanned into WISCCRS and posted on the Department's public web site.

For those certifying agencies that are not able to scan the plan of correction into WISCCRS, the public web site will link to a contact list where the person will find contact information for the appropriate certifying agency so they can call and get the information by telephone.

Sometimes regulators will issue a noncompliance at the end of a visit because there are only a few violations or it's more efficient to hand write the noncompliance right away. The only way to enter a paper noncompliance form into WISCCRS is by scanning it. Sometimes the document becomes blurred and can be hard to read on the web site.

Regulators will then be required to use either the electronic version or enter the noncompliance in WISCCRS.

Licensing staff can find the electronic version of the Noncompliance Statement and Plan of Correction (DCF-F-CFS-294) on the BECR intranet web site. The form will be posted to the certification internet page soon.

DEPARTMENT OF CHILDREN AND FAMILIES Division of Early Care and Education		STATE OF WISCONSIN	
Date Correction Plan Due	NONCOMPLIANCE STATEMENT AND CORRECTION PLAN REGULATED CHILD CARE		TO FILE A COMPLAINT CALL
<p>Use of Form: This form is used by certification / licensing staff to identify statute and / or administrative rule violation(s) and to outline imposed plans of correction, if applicable. This form is used by certified operators / licensed centers to meet the requirements of DCF 202.06(5), DCF 250.04(2)(i) and (3)(d), DCF 251.04(2)(L) and (3)(f), DCF 252.41(1)(L) and (2)(b). Failure to submit an appropriate correction plan by the due date listed above may result in sanctions identified in the statute and / or administrative rule.</p> <p>Instructions: The Noncompliance Statement below identifies the violation(s) of child care statute and / or administrative rule identified by the certification / licensing specialist. Complete the section labeled "Correction Plan" by indicating the steps that will be taken to address and correct each of the listed noncompliance(s). Identify expected completion date(s) for each item. Return the original to your certification / licensing specialist for approval and retain a copy. If this is a licensed child care, post your copy of the noncompliance statement and correction plan near the license in accordance with Wis. Stat. 48.657. This request for a correction plan is not an order imposing a sanction or penalty pursuant to Wis. Stat. 48.715. If the department decides to apply a statutory sanction and / or penalty for facts arising from this finding or a future finding, you will be given a notice of the sanction and / or penalty and your appeal rights.</p>			
Name - Certified Operator / Licensed Center Black Pearl Child Care		Provider Number / Facility ID Number 9800039429 / 1 - 1122389	
Address - Facility (Street, City, State, Zip Code) 4001 E Washington Ave Madison WI 53704		Telephone Number 608-222-9999	Date - Regulation Visit 6/1/2011
Rule/Statute Number Noncompliance Statement	Correction Plan	Expected Completion Date	Verification Date
1 251.06(2)(d) Access To Materials Potentially Harmful To Children Description: On 6/1/2011 The Following Was Observed. There Were 2 Bottles Of Germ X Sitting On The Kitchen Counter, There Was A Spray Can Of Air Freshener And Several Tubes Of Toothpaste In The Bathroom And An Adult Size Scissors On The Counter In The Ocean Room. All Items Were Within Reach Of Children.			
SIGNATURE - Certification Worker / Licensing Specialist		Date Signed	Telephone Number - Certification Worker / Licensing Specialist
SIGNATURE - Certified Operator or Designee / Licensee or Designee		Date Signed	
<small>DCF-F-CP30294-E (R 06/2011)</small>		<small>Page 1 of 1</small>	

Here is an example of the Noncompliance Statement and Correction Plan that is generated by WISCCRS.

It may look slightly different than the electronic or paper versions currently in use.

You can see the noncompliance Statement describes the violation details in an easy-to-understand but concise way.

You may notice the date the correction plan is due and the phone number to file a complaint is blank. This will be fixed soon.

The rest of this section will go into more detail on how to complete a Noncompliance Statement and how to describe the violation that can be posted on the public web site.

Noncompliance Statement and Correction Plan (CFS 294)

- **A Noncompliance statement is used to enumerate and document all violations of administrative rule including those violations that are corrected during the visit.**

Anytime a violation is observed at a program a Noncompliance Statement must be issued.

This includes a violation that was corrected by the provider at the time of the visit. An example would be if a regulator pointed out to a provider there was an exposed electrical outlet and the provider places the protective cover in place immediately, the violation would still be documented on the Noncompliance Statement.

The regulator can indicate the violation was corrected immediately on the Noncompliance Statement, but the violation must still be described.

When to Issue a Noncompliance Statement (cfs 294)

- **Guiding principle: See it, cite it;**
- **Even when a violation is corrected during the visit the violations must be cited on the 294 to establish history;**
- **Only administrative rule violations are to be cited.**

As you conduct a visit or review a file for current information, if a violation is observed, it must be cited.

This policy makes it fair for everyone. We just spoke about violations that are corrected immediately by a provider. If some regulators cite it and others don't, it means that some providers are being treated differently than others. And as we all know, providers do talk about us and what we're citing for violations.

Each violation must correspond to an administrative rule. There are some general rules for each type of program. These general rules can usually be cited for violations where there isn't a specific rule that addresses the situation.

As an example, licensing has a specific rule for outlet guards but certification rule does not. Certifiers would cite a violation under the general indoor/outdoor hazards rule.

Sometimes a state statute (or law) will be added or changed before a corresponding administrative rule can be added or changed. A recent example is the Vehicle Alarm Bill. The law has been implemented, but no corresponding administrative rule has been put in place yet. If you observe a rule violation in a circumstance where the law has changed, but there is no corresponding administrative rule, you would cite the administrative rule that requires compliance with all laws governing the program. The applicable statute must be referenced in the description of the violation.

If you find a provider who transported children in an 8 passenger van that was not equipped with an alarm, you would cite the rule for compliance with all laws and in the description would write, On June 20, the provider transported six children on a field trip in a vehicle that was not equipped with an alarm as required by s. 48.658(2) Wis. Stats.

How to Complete the Noncompliance Statement

- **Select and cite the correct rule;**
- **Provide a clear statement of how the provider is out of compliance with an identified rule.**

Some violations could be cited under more than 1 rule. Choose the rule that best fits the violation and use that rule on the Noncompliance Statement.

For licensing, there are 2 rules that address responding to crying children. Licensed programs are required to have a policy for responding to crying, fussing or distraught children and there is a specific rule under Requirements for Infant and Toddler Care that requires providers to respond promptly to a crying child's needs. If a licensing specialist observes a provider failed to respond to a crying toddler, the rule about responding to a crying child would be cited and not the rule about failing to follow the center policy.

The description of the violation should clearly identify the situation that led to the violation.

On the following slides we will look at examples of descriptions that provide:

Too much or too little information

Violate confidentiality - or

Include an opinion or subjective information.

We will then explain how to write a better descriptor.

Describe the Violation

- **Succinctly describe the rule violation – how the rule was violated.**
- **While maintaining confidentiality the description should contain information on Who, What, When, Where and How the rule was violated.**

A good rule of thumb when writing descriptions is using the questions

WHO

WHAT

WHEN

WHERE

HOW

Descriptions can be written clearly and succinctly with enough detail to let the reader know exactly what the violation was.

Here are some examples of descriptions that are unclear or provide too much information and then better ways of writing the descriptions.

Example 1

Insufficient Description

**251.07 (2) (e) 5. PROHIBITED
ACTIONS – CRUEL, AVERSIVE,
FRIGHTENING, HUMILIATING
ACTIONS**

**A child care worker committed a
frightening action.**

On this slide

(Read Descriptor)

This description doesn't provide any information about the actual situation that led to the violation.

In addition to not helping to inform the public about the violation, it will be difficult for a program to write a plan of correction for this violation.

Here is a better way to describe this violation.

Example 1

Sufficient Description

DCF 251.07 (2) (e) 5. PROHIBITED ACTIONS – CRUEL, AVERSIVE, FRIGHTENING, HUMILIATING ACTIONS

On 6/6/11, in the Green Room, a child care worker frightened a child when the worker yelled at the child for spilling some water.

(Read Descriptor)

In this descriptor the questions are fully answered

When – June 6, 2011

Where – In the green room

Who – a child care worker

What – a child was frightened

How – by yelling at him

A person reading this descriptor could infer that the reason the child care worker yelled at the child was because the worker was stressed, angry, overwhelmed or for some other reason.

It doesn't matter why the worker yelled at the child, the important concept is that the child was frightened because he was yelled at.

The next slide is an example of a descriptor where the writer provides information that is not critical to describing the actual violation.

Example 2

Too Much Information

DCF 250.04 (5)(d) STAFF FILE – DAYS, HOURS WORKED

The licensee did not provide information on the days and hours she worked when this information was requested during the site visit. The provider indicated that she had been recording this information on the Daily Attendance Form. When that document was requested the licensee looked for it and couldn't find it.

(Read Descriptor)

In this example, the information that the licensee looked for but was unable to find, the Daily Attendance Form, doesn't apply to the fact that the information required wasn't available for review.

The violation is that the licensee did not provide the necessary information.

(Next slide)

Example 2

Adequate Amount of Information

DCF 250.04 (5)(d) STAFF FILE – DAYS, HOURS WORKED

The licensee did not have documentation of the days and hours she worked from 3/7/11 to 3/18/11.

Here is a better way to write this description

(Read Descriptor)

To answer the questions

Who – The licensee

What – did not have documentation of the hours worked

When – March 7, 2011 through March 18, 2011

The question WHERE is not relevant to the violation and does not need an answer in this situation.

The question HOW does not need to be answered either because the answer does not provide anymore insight into the violation.

If the provider was required to maintain documentation of the days and hours worked on a specific form, the description might then read

“The licensee did not have documentation on the required form of the days and hours she worked from March 7, 2011 through March 18, 2011.

As you can see this descriptor is stated more concisely than the previous slide.

Please keep in mind, when you are writing descriptors, there is a 300 character limit in WISCCRS.

Describe the Violation

- **Avoid jargon, acronyms and other language that the parents and the public wont understand;**
- **Objective, factual and descriptive;**
- **Should not include derogatory comments or subjective observations such as *“The provider showed a lack of good judgment”*;**
- **Maintain confidentiality.**

Violations should be a description of the facts. Because the person reading the description may not understand what certain acronym's stand for or technical jargon, the description should be written as clearly as possible using common everyday terms.

It is okay to use nationally recognized acronyms such as CPR/AED. Other examples of nationally recognized acronyms would be IRS or FBI, not that we would ever use these but they provide a good example.

CPS and DCF are examples of acronyms that are not nationally recognized and should be avoided.

Regulators must keep all opinion out of a description. “Just the facts” is a good reminder of what should be included.

Because the violations will be posted on a public web site and anyone with web access can view them, it is imperative that confidential information be kept off the Noncompliance Statement.

Confidential information includes:

Names

Birthdates

Any other information that might be used to identify an individual.

Confidential information also includes mental health, alcohol and other drug abuse, child protective services and juvenile delinquency information.

If a violation is about missing information for a child or staff person's file or if the violation is about the actions of one or more persons, the identifying information can be documented using a confidential key.

The confidential key could be

- the checklist for certified providers
- the Child or Staff Record Checklist for licensed providers
- the Department's Staff and Child Identification Key form which is found on our Intranet web site under Internal DCF forms. This form will be posted to the certification web page in the near future.

The key is then shared with the provider but is not to be posted in the center or on the web site.

Examples of violations containing confidential information and subjective remarks are the next set of slides.

Example 3

Confidentiality Breached

DCF 202.08 (4) (a) 1. (CHILD HEALTH CARE)

J. J. and J. S. (birthdates 4/2/11 and 7/19/10) do not have a physical exam report on file. Both children are under age 2 and should have an exam every 6 months.

(Read Descriptor)

In this example, the children's full names are not used however the initials and birthdates could reveal who the children are to someone reading the violation, especially if the person is familiar with the program and children who attend.

Instead of using initials and birthdates in the description, a key should be used to maintain confidentiality. Again a copy of the key is given to the provider so they know which children need health exam forms.

Example 3

Confidentiality Maintained

DCF 202.08 (4) (a) 1. (CHILD HEALTH CARE)

Child A and Child B, both under age 2 do not have evidence of a physical exam within the past 6 months. Children were identified to the provider:

- Child Record Checklist (licensing).
- Standards and Checklist (certification)
- Staff and Child Identification Key

In this description example, confidentiality is maintained.

(Read Description)

Again we'll answer the questions,

WHO – child A and child B

WHAT – did not have evidence of a physical exam

WHEN – done within the last 6 months

HOW – children were identified to the provider on either the Child Record Checklist if the program is licensed or the Standards and Checklist if the program is certified or the Staff and Child Identification Key.

Each child is assigned a number or letter which is then included in the citation. The Child Record Checklist for licensed programs or the Standards and Checklist for certified programs will identify the child by both number/letter and name.

The question WHERE is not relevant to this violation

Example 4

Confidentiality Breached

DCF 251.05 (3)(f) – MINIMUM AGE FOR PERSON LEFT IN SOLE CHARGE OF CHILDREN

The provider left her 16 year old daughter in charge of the children while she attended drug treatment counseling with her son.

In this example, confidentiality is breached.

(Read Description)

This is a breach of confidentiality because the description identifies the provider's 16 year old daughter and also identifies that her son is attending drug treatment counseling.

As mentioned before, confidential information includes any information that may identify an individual, in this case the 16 year old daughter and alcohol and other drug abuse information.

Example 4

Confidentiality Maintained

DCF 251.05 (3)(f) MINIMUM AGE FOR PERSON LEFT IN SOLE CHARGE OF CHILDREN

A person under the age of 18 was left
alone with children on 5/12/11.

Here is a better way to write this description

(Read Descriptor)

Who – a person under age 18

What – was left alone with children

When – on 5/12/11

The question WHY the provider left the premises is not relevant to the violation and does not need to be included. The question WHERE the children were left with an underage provider does not need to be answered to describe the violation.

Example 5

Subjective Remarks

DCF 252.43 (3) (a) 3. SANITARY TOILET FACILITIES

It looked like no one had cleaned the bathrooms in a while because the floor was dirty and there were paper towels lying on the floor.

As we mentioned before, violation descriptions should include only observations or facts and should not include opinions.

A regulator who observes a violation simply needs to describe what was observed. Information on how or why a circumstance may have occurred is adding an opinion which isn't necessary to indicate there is a violation.

(Read Description)

In this example, the regulator is stating his/her opinion that the bathroom had not been cleaned in a while. Regulators really don't know when the bathroom was cleaned.

This opinion is not relevant to the fact that the bathroom was not kept in a sanitary manner. The fact that the violation was observed during the visit is enough to justify the rule being cited.

Example 5

Factual and Objective Remarks

DCF 252.43 (3) (a) 3. SANITARY TOILET FACILITIES

The girls bathroom had paper towels on the floor and the floor was wet in spots.

Here is a better way to write the violation.

(Read Description)

The new description simply states what was observed

When opinions are added into a description, the provider can feel offended or insulted because the regulator appears to be making a judgment on the provider's housekeeping skills or calling into question the provider's ability to care for children.

In-home providers especially can take rule violations very personally. It's not necessary to state anything more than just the facts.

Next I will demonstrate how to enter a noncompliance into WISCCRS.

Entering Violations into WISCCRS

Demonstration

When you enter a Noncompliance Statement into WISCCRS it will generate the form in a PDF format.

The Noncompliance Statement cannot be emailed directly from WISCCRS but you can print the form, scan it and email the form as a PDF file.

When you are entering the description of the rule violation the formatting is protected so you will not be able to change the font, add bolding or italics or add bullets. This will ensure Noncompliance Statements are consistent between regulators.

Demo

Correction Plans

Regulator determines the date by which the provider must return the Plan of Correction that identifies:

- **The expected completion date;**
- **A description of how violation will be corrected.**

As I said before, the due date for the plan of correction should be 10 business days from the issue date.

The plan of correction indicates the provider is aware of the violation and has developed a plan to ensure the violation will not occur again.

Correction Plans

- **Regulator must monitor the return date and grant a reasonable extension at his/her discretion;**
- **If the regulator finds the correction plan is too vague, incomplete or untimely the regulator may request revisions the plan;**
- **Regulators should not take on responsibility of developing an acceptable plan for providers but may provide TA and offer examples of ways to correct the violation.**

It is expected that a provider will correct all violations immediately however, some violations may take time to correct

Examples of violations that may take time are:

repairing broken equipment - or

obtaining missing forms from parents.

In these cases, the plan of correction may indicate that the broken equipment was removed from the area where children play and will be repaired or replaced by a certain date.

The plan of correction could state that the parent was notified that Child A was missing a physical exam report and the parent had supplied a date for an upcoming physical exam.

This indicates to the Regulator that the immediate and potentially problem has been resolved and that it will take time to come fully into compliance with the rule.

It is not the regulator's responsibility to tell the provider how to correct a violation or what should be included on the plan of correction. However the Regulator could offer suggestions on what might be done to ensure that future violations do not occur.

For example, if outlets are missing covers, the Regulator may suggest the provider look into the faceplates that have outlet covers built in, thereby eliminating the need to have the removable outlet plugs. The provider decides whether to purchase the faceplates, in which case the plan of correction could state that all outlet plugs have been replaced and they will be installing new faceplates in 2 weeks.

Compliance Statement

- When no violations are observed during a site visit for the selected rules under review, this form is used to document compliance.
- Licensing: DCF-F-CFS-785
Certification: DCF-F-2664 & 2665

If no violations were observed at the program at the end of a monitoring visit, the regulator should issue a compliance statement.

This is a new form for certifiers. It simply identifies the administrative rule areas that were reviewed during the visit and states that no violations were observed on the date of the visit for those administrative rules.

The public child care website will show all visits to a program and indicate that no rule violations were noted during that visit.

DEPARTMENT OF CHILDREN AND FAMILIES Division of Early Care and Education		Compliance Statement – Certified Family / In-Home Child Care		TO FILE A COMPLAINT CALL:	
<p>Use of form: This form is used by the certification worker to indicate to certified family / in-home child care programs that there were no violations of the administrative rules observed during the certification visit.</p> <p>Instructions: The certification worker checks the administrative code areas that were observed to have no rule violations. The certification worker may also reference the administrative code number(s) that were monitored. If the certification worker is not able to review all rules under a topic area of the administrative rule (as listed below), the worker shall indicate the specific rules monitored under the respective topic area.</p>					
Name – Certified Operator		Address – Program (Street, City, State, Zip Code)		Telephone No.	Provider No.
Date – Visit					
<p align="center">NO ADMINISTRATIVE CODE VIOLATIONS WERE OBSERVED ON THIS LICENSING VISIT.</p> <p>The following checked items indicate the topic areas of the administrative code that were monitored on this visit.</p>					
<input type="checkbox"/> Activities	<input type="checkbox"/> Basis for Certification	<input type="checkbox"/> Discrimination			
<input type="checkbox"/> Equipment	<input type="checkbox"/> Group Size	<input type="checkbox"/> Health Care			
<input type="checkbox"/> Home Safety	<input type="checkbox"/> Mandatory Child Abuse Reporting	<input type="checkbox"/> Meals and Snacks			
<input type="checkbox"/> Provider Communication	<input type="checkbox"/> Provider Interactions	<input type="checkbox"/> Provider Qualifications			
<input type="checkbox"/> Rest	<input type="checkbox"/> Supervision	<input type="checkbox"/> Transportation			
<input type="checkbox"/> DHS 12					
Name – Certification Worker (Type / Print)		SIGNATURE – Certification Worker		Telephone Number	Date Signed (mm/dd/yyyy)
SIGNATURE – Certified Operator or Designee				Date Signed (mm/dd/yyyy)	
<p>Distribution: Original – Certified Program Copy – Certification Worker DCF-F-2665-E (N. 05/2011)</p>					

Here is an example of a Compliance Statement for certified providers.

You will notice there is space on the compliance statement which allows the regulator, at his/her discretion, to type the exact administrative rule number indicating what was monitored under that section.

When NOT to Issue a Compliance Statement

- **Technical assistance visit when no other monitoring occurred;**
- **Complaint investigation visit when no other monitoring occurred;**
- **A violation is observed but immediately corrected;**
- **Verification of correction of previous violations.**

A Compliance Statement indicates that no violations were noted and that some sort of monitoring for compliance occurred during the visit.

If the purpose of a visit is to provide technical assistance and no other monitoring for compliance occurred, the regulator should not issue a Compliance Statement. A note on a Comments/Recommendation form or the Standards and Checklist could be shared with the provider to indicate what was discussed during the visit.

If the purpose of the visit was to investigate a complaint that does not result in a violation or was one in a series of visits related to the complaint, a Compliance Statement is not left. The same is true if the allegations in the complaint were not substantiated. The regulator may write a letter to say the allegations were not substantiated, but a Compliance Statement is not issued.

If a provider corrects a violation immediately while the regulator is present, the violation should be cited on the Noncompliance Statement with a note that it was corrected immediately. The provider should still complete a Plan of Correction that states his/her plan to ensure no further violations of this rule will occur.

Sometimes a regulator may make a visit, where the only purpose is to verify previous violations. In these cases, the Noncompliance Statement previously issued should be used to indicate the violations were corrected. A Compliance Statement is not left because no new monitoring occurred.

Completing the Compliance Statement

- **Duplicate form is available as paper copy (*electronic copy is also available*);**
- **Form may be completed:**
 - **At the program and presented at the end of the visit;**
 - **Electronically after the visit and mailed to the provider;**
- **Original given to provider, copy retained in file.**

Compliance Statement forms are available as a 2 ply form. An electronic copy of the licensing Compliance Statements are also available on our Intranet web site. An electronic version of the certification Compliance Statement is available on the certification page of the Department's internet website.

Compliance Statements may be completed while at the program and presented to the provider at the end of the visit. An electronic version of the Compliance Statement can be mailed to the provider after the visit.

And now Traci will talk about Plans of Correction

Screening the Correction Plan

- Confidential information;
- Derogatory comments;
- Personal insults;
- Threatening language;
- Profanity;

Return unacceptable correction plans to the provider.

When a Correction Plan is received it should be screened before it is uploaded to WISCCRS. The Correction Plan should not include any of the following; confidential information, derogatory comments, personal insults, threatening language or profanity. If the Correction Plan contains any of the above, **do not upload**. The provider should be notified that the Correction Plan needs revision. This might be done via phone call to the provider or through a written request for revision.

Noncompliance Statement Checklist

Noncompliance - Checklist

This Correction Plan cannot be uploaded into WISCCRS. Please review the attached correction plan and return it to the Licensee to correct because it contains one of the following:

- ☐ Included confidential information in the correction plan, i.e. the names of children and staff members, etc.
- ☐ The correction plan was not objective, factual, and/or descriptive. It included derogatory comments, personal insults, threatening language, profanity and/or subjective observations, such as "The licensing specialist doesn't like me."

***REMINDER: If the Licensor receives the Correction Plan directly from the provider/licensee, please give it to the Program Associate to screen in and upload into WISCCRS.**

Licensing has created a Noncompliance Statement Checklist that may be used by a program associate when screening the Correction Plan.

Uploading into WISCCRS

- **The Noncompliance Statement and Correction Plan and the Compliance Statement must be uploaded into WISCCRS;**
- **The uploaded documents are posted on the Regulated Child Care and YoungStar Public Search website on the following business day.**

Demo by Traci

The Noncompliance Statement and Correction Plan and the Compliance Statement must be uploaded into WISCCRS; the uploaded documents are posted on the Regulated Child Care and YoungStar Public Search website on the following business day.

When uploading a document first you will go to site visits tab on the left hand side menu. Find the correct visit date that matches the date of your correction plan. Click on the violations tab on the right hand side. Click on the word documents that is located in the middle of the screen. Next you will click on upload document. Here you will have three required fields, two of the fields have a drop box for options. Once you have entered all of these fields, click on the add button at the bottom of the page. Your document is now uploaded. You will be able to double check that you have the correct plan by clicking on the file type. Here you will see what the public will see on our website. At the right of the file type you will see a garbage can. This enables you to delete something that you uploaded i.e. the correction plan was for a different facility.

This concludes our training on Non-compliance, Compliance and Correction Plans. This training will be available on our website for viewing at any time.

Thank you for participating in this training.

Uploading Correction Plans into WISCCRS

Demonstration